

Year	Total no. of complaints	MO Complaints about delays/ non-payment	Complaints about misappropriation	Total MO traffic (in 0000s.)	% receipt of MO complaints
1998-99	388091	109463(28%)	451(0.11%)	109094	0.365%
1999-00	422508)	369(0.08%)	113728	0.371%
2000-01	426231	101932(24%))	123014	0.354%

(d) Some of the steps taken to improve the quality of services are as follows:

- (i) New mail offices/transit sections are being opened and services of private airlines is being utilised;
- (ii) Surprise checks are being made regularly by the Circles checking squads;
- (iii) 204 computerised Customer Care Centres have been set up for quick redressal of grievances;
- (iv) a new scheme known as panchayat Sanchar Sewa Yojna has been introduced with a total network of 3213 PSSKs. 2000 more Panchayat Sanchar Sewa Kendras are proposed for 2001-2002.
- (v) Instructions have been issued to use mechanical transport for quick supply of cash to post offices.
- (vi) Periodic drives are launched to identified geographical areas where delays in payment of money orders is noticed to remove the bottlenecks.
- (vii) Stringent actions are taken against the defaulting officials.

Sanction of Telephone Exchanges for Lahaul and Spiti

1223. SHRI ANIL SHARMA: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of telephone exchanges sanctioned for Lahaul and Spiti Tribal areas of Himachal Pradesh during 1993 to 1995;
- (b) how many of the above have been installed and how many are yet to be installed; and
- (c) what action Government have taken/propose to take in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) Two exchanges were sanctioned for Lahaul and Spiti during 1993 to 1995.

(b) Both the exchanges have already been installed and no exchange is pending for installation as on date.

(c) Does not arise in view of (b) above.

Capacity of Dhanpatganj Exchange

1224. SHRI ANIL SHARMA: Will the Minister of COMMUNICATIONS be pleased to refer to the answer to Unstarred Question 2482 given in the Rajya Sabha on 14th August, 2001 and state:

(a) whether Dhanpatganj Exchange with capacity of 1000 lines has since been commissioned and waiting list has been cleared;

(b) whether village PCOs and telephone connections have been provided to of Gram Sabha Khajuha, Roopipur and Sewra;

(c) if so, the details and if not, the reasons therefor;

(d) whether Government propose to commission a new exchange at Shankargarh to reduce the burden of Dhanpatganj Exchange; and

(e) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) Yes, Sir. Dhanpatganj Exchange with capacity of 1000 lines has been commissioned on 30.9.2001. 15 waiting list has been cleared and 123 is likely to be cleared by 31.3.2002 for which the cable laying work is under progress.

(b) Not yet.

(c) Laying of underground cable work is under progress. Village PCOs and telephone connections to the residents of Gram Sabha Khajuha, Roopipur and Sewra will be provided by 31.3.2002.

(d) Yes, Sir.

(e) The new telephone exchange at Shankargarh has been planned for commissioning during 2002-03.